



Unemployment Benefit Specialist 4 - PROMOTION

Unemployment Insurance Division

Job Announcement Code: 14-03642

[Printable Job Announcement](#)

This promotional job opportunity is open **ONLY** to current classified state employees from within this agency.

Individuals eligible to apply include:

- Permanent classified state employees currently employed by this agency (including employees on probation)
- Seasonal state employees employed by this agency
- Employees of this agency who are on a leave of absence
- Employees of this agency who are in layoff status

Deadline

August 25, 2014

Salary Information

This classification is in pay schedule 12, range 08. Minimum starting salary is \$22.002 per hour. Pay upon appointment for current state employees may vary according to the applicable pay transaction provisions of the compensation plan. A 6-month promotional probationary period is required.

Introduction

There currently are three vacancies. Two of the vacancies are at the Milwaukee Benefit Center; an Adjudication Leadworker, and a Staff Development Coordinator. The other vacancy is for an Adjudication Leadworker at the Madison Benefit Center.

Job Duties

Leadworker: This position provides technical assistance to adjudication staff; assists the Adjudication Supervisor and the Adjudication Manager with coordination of call center adjudication activities to achieve adjudication related standards of timeliness, quality, and productivity; and trains adjudicators. This position also investigates and resolves complex benefit eligibility issues and provides UI program information and explanations to the general public and employers and claimants, or their representatives.

Staff Development Coordinator: This position is responsible for: coordinating benefit center staff development; assisting management with coordination of benefit center adjudication activities so as to achieve adjudication related standards of quality, timeliness, and productivity; providing technical assistance to adjudication staff; assisting management in developing and implementing performance enhancement plans for the benefit center and/or individual adjudicators; analyzing benefit center performance issues and communicating trends and/or problems to Adjudication Manager; developing plans to ensure conformity and consistency with department/division mission goals and program work plans; evaluating benefit center eligibility determinations for quality review purposes; investigating complex benefit eligibility and group issues; training staff in adjudication processes; and providing Unemployment Insurance program information to the general public or special interest groups.

Required Knowledge, Skills and Abilities

Knowledge of: state unemployment insurance laws, Wisconsin Chapter 108, Wisconsin Administrative Code, related to filing, payment and eligibility for unemployment insurance; Federal unemployment insurance laws related to filing, payment and eligibility for unemployment insurance; state and federal policies and procedures related to filing, payment and eligibility for unemployment insurance; the UI benefit payment system; the uses and applications of claims related IT systems, such as the mainframe system, benefit payment control system, and UIBNET; proper payment processes, calculation of overpayments and forfeitures, and the ability to explain the significance and differences to persons to persons outside of UI; investigative and fact finding techniques; interviewing techniques; computation of UI benefits; UI appeal process and procedures; personal computer based software systems; leadership methods; training methods and techniques; workload planning methods and techniques; computerized disputed claims record system; and methods to establish productive, facilitative working relationships both within and outside the organization. The Leadworker also requires knowledge of UI decision-writing techniques.

Effective listening skills. Organizational skills, including the ability to prioritize long term/short term projects, and locate material as needed. Interpersonal skills. Oral and written communication skills, including the ability to convey technical information to a variety of learners.

Ability to: use complex and sophisticated personal computer-based software systems; analyze complex facts and documentation and reach a logical conclusion; read, interpret, comprehend and apply complex laws, rules, policies, and procedures; and ability to be accurate and detailed.

Background Check

Due to the nature of this position, a criminal background check and other security checks will be conducted prior to making an offer of employment.

How to Apply

You are required to apply and take an examination online. The exam is available at [WiscJobs](#). Before you begin the on-line exam process, please use the "Preview Exam" feature to determine if you are interested in and qualified for this position.

The application deadline is on August 25, 2014. Application materials will be evaluated and the most qualified applicants will be invited to participate in the next step of the selection process.